

Information Regarding Medical Services in Prague

DISCLAIMER: This list is provided solely as information for American citizens. The American Embassy Prague does not recommend any persons or firms listed below, nor does it accept responsibility for their professional ability or integrity.

While significant differences do exist between American and Czech medical systems, many outdated misconceptions and fears about post-communist medical systems may still linger. A run-down of some of the most important attributes are listed below:

The Czech medical system is no longer entirely socialized. It is partially government-run and partially private, and there are a number of Western trained doctors now operating in Prague. Their numbers can be found in the referrals part of this section.

While medical facilities may seem worn and outdated to the average American, the staff does maintain a standard of cleanliness (for example, many require that you wear disposable shoe coverings in the hospitals.)

The Czech philosophy of medical care and the doctor-patient relationship tend to be more European in approach. That is, the doctor will be less likely to share information about the patient's condition with the patient than is generally the case in the U.S. This is a cultural difference and not a deficiency in medical care.

The Czech medical system is very segmented. There is no one central emergency room, and so emergencies are often sent to the facility which treats the specific medical condition (i.e., broken noses are sent to the ear, nose and throat facility rather than one central emergency room.) Also, it is not uncommon to find closed doors (where you would knock or ring for service) rather than an open nursing station.

1. PAYMENTS

Foreigners who use Czech medical facilities are expected to pay for their care. The American Embassy Prague cannot guarantee payment or otherwise take financial responsibility for the medical care of private citizens. MEDICARE does not cover overseas treatment. Credit cards may not be accepted and insurance cards are usually not accepted in lieu of payment.

Generally, patients who have overseas insurance coverage should expect to pay the bill and then seek reimbursement from their insurance company. Contact your health insurance company directly to find out if your policy includes overseas coverage.

2. EMERGENCY CARE

Extreme cases (and only extreme cases) in Prague and Brno should be dealt with by calling Zachranná Sluzba (“emergency services”) by dialing 112, and specify that a physician is needed.

The emergency services physician generally will send the patient by ambulance to the hospital best equipped to deal with the specific type of emergency, all of which are listed at the

Nursing staff may NOT speak English

Dental Emergencies:

American Dental Center V Celnici 4 Stara Celnice Bldg. 1 st floor Prague 1	24-hour emergency	221-181-121 602-178-101
Millennium Dental Care V Celnici 10 Prague 1 Website: www.mdc.cz	open 0800-2000 hours M-F	221-033-405
European Dental Center Vaclavske Nam. 33 Prague 1 Website: www.edcdental.cz	0900-2000 hours M-F	224-228-984 224-228-994

Brno

Ambulance	112
Research Institute of Traumatology (Ustav Traumatologický) Ponavká 8	545 538 111
Children: Faculty Children Hospital (Fakultní Dětská Nemocnice) Černopolní 9	545 122 111
First Aid, Dental, Eye Emergencies: Bratislavská 2	545 541 111

3. NON-EMERGENCY/MINOR EMERGENCY CARE

In Prague, except in the case of a serious emergency or major injury, all foreigners seeking medical care can go to the Na Homolce hospital at Roentgenova 2 in Prague 5.

Na Homolce Roentgenova 2, Prague 5 Foreigner's clinic	257-272-146 Adults (0730-1600 M-F) 257-272-025 Kids (0730-1600 M-F)
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Offers medical services to the general public, as well as the diplomatic community. It offers a wide range of services comparable to western standards. There are members of the staff who speak English. Emergency service for foreigners, 24 hours a day/7 days a week, although access to ER after hours maybe problematic. English-speaking doctors

and staff, pediatricians, surgeons, dentists, house calls, primary care clinic for foreigners with bilingual receptionists, major credit cards are accepted.

PolyClinic Narodni 222-075-120
Narodní třída 9, Prague 1 224-215-059
Dr. Martin Stransky-American Board Certified Neuology/Internal Medicine
Dr. Milan Sasek- American Board Certified Emergency Medicine
After hours 606-461-628
Website: www.poliklinika.narodni.cz
Run by US Board Certified Physicians. Have a variety of specialists available, plus lab
And physical therapy. Accepts major credit cards.

UNICARE 235-356-553
Dr. Julia Concha (Pediatrician) 24-hour emergency 602-201-040
Na Dlouhem lanu 11, Prague 6
weekends 267-750-425
24 hour on-call service 601-201-040 or 602-201-040
Open 0800-2000 M-F
0900-1300 Saturdays
Provides English speaking physicians in a variety of specialities. Will arrange other tests,
Exams, hospitalization as needed. Accepts major credit cards.

Canadian Medical Center 235-360-133
After-hours pediatrician 602-335-670
After-hour adult 603-220-207
Website: www.cmc.praha.cz 602-644-581
Veleslaviska 1, Prague 6
Provides English speaking Czech doctors, English speaking nurses, primary health care
to people of all ages, referral to specialists as required, 24-hour on call service, on site
pharmacy. Major credit cards accepted..

MEDISCAN: Stare Mesto
V Celnici 5 221-775-111
Prague 1 221-775-112
After hours emergency doctor on call 603-510-828
Many specialists who speak English. Full lab facilities. Most diagnostic
Equipment located at Chodov. Accessible by Metro.
Open 0700-2000 hours Monday-Friday

MEDICSAN: Chodov
Sustova 1930 267-090-811
Prague 11 267-090-813
After hours emergency doctor on call 603-510-828
See note above.
Many diagnostic facilities located here, including MRI, CT, ultrasound, mammography,
Bone density testing. Major credit cards accepted. Accessible by Metro. .

Health Center Prague 224-220-040
Poliklinika 224-220-037
Vodickova 28, Prague 1
Emergencies 06 03 43 38 33,
06 03 48 13 61

English language medical assistance providing 24-hour on call service, registered nurses from the US and EU, major credit cards accepted except American Express.

Ophthalmologist

Dr. Karásek 220-510-363
Zuzena 866
Prague 6
Website: www.eyedoctor.cz

Dr. Katerina Podzimkova 261-220-558
Na Pankraci 57
Prague 4

Na Homolce Ophthalmology Dept. 257-273-005
Foreigners Dept.
Roentgenova 2
Prague 5

Dental Care

See also under dental emergencies

Dr. Richard Dvorak 241-484-722
Baarova 13
Prague 4

Dr. David Urie 261-711-062
Paprskova 2
Krc, Prague 2 home/emergencies 244-913-106

In Brno, medical treatment can be obtained at the Policlinic at Zahradnikova 2/4,
telephone: 541 552 111

4. PHARMACIES

The following pharmacies offer 24 hour service:

Prague 1	Palackeho 5	224-946-982
Prague 2	Belgická 37 Vinohrady (Metro: Nám. Míru)	222-513-396 222 519 731
Prague 4	Anatala Straska 80 Open Monday-Saturday 0700-2000	261-262-881
Prague 5	Štefánikova 6 Smíchov (Metro: Andel)	257-320-194
Prague 6	Pod Marjankou 12	233-350-902
Prague 8	Heydukova 10	266-310-899
Prague 12	Soukalova 3355 Modrany	241 770 498

Pharmacy: Dejvicka Lekarna, Dejvicka 29, Prague 6. Telephone/FAX: 224-323-786

Open: Monday-Friday 0730-1830

Saturday 0800-1200

English speaking pharmacist. Very accommodating. Will order items if needed.

5. MEDICAL AIR EVACUATION

The first reaction of many people who are hospitalized overseas is to start talking about air medical evacuation to the U.S. or somewhere else. This is certainly possible, but almost no one realizes how expensive or complicated it can be. Depending on where the patient is going, and what kind of in-flight medical care is needed, prices can range from \$20,000 to \$40,000 or more to get back to the United States. In addition, no evacuation service will take a patient whose condition has not stabilized.

After a patient is deemed healthy enough to travel, the most economical and frequently utilized method for going back to the U.S. is via a regular commercial flight. You usually have to pay for four first class seats (or 6-7 coach seats) to accommodate a stretcher and the people accompanying the patient. Also, most airlines will require that their own physician confirm that the person is fit to travel. Lufthansa has experience in taking stretcher cases to the U.S. from Prague. You should contact the airlines directly to explore costs and requirements.

Some health insurance companies' policies include medical evacuations as part of their coverage, although they may contract with only a specific evacuation company. Contact your specific health insurance company to find out if their policy includes medical evacuation.

The following is a list of some private medical evacuation companies in this area:

SOS International

Vaclavske Namesti 62

Prague 1

Administration 222-111-111
FAX: 222-111-112
222-111-155
FAX 222-111-156

Alarm center (24-hour)

Ambulance Meditrans

220 113 301 throu 2

Ruzyne Airport

Mikuleckého 1310, Prague 4

12412

Contact: Dr. Chocholous

244 471 072

fax: 244 472 910

Lufthansa

220 114 570

Ruzyne Airport, Prague 6

220 114 456

Lufthansa provides stretcher/medical escort services for passengers. The airline requires a "Fitness for Air Travel" form to be completed by a local physician, in order for Lufthansa's own medical department in Frankfurt to give a clearance to the patient/passenger.

Air Ambulance

(800) 327-1966

American Express Global Assist

(301) 214-8228

Medical evacuation is covered for American Express platinum cardholders with travel insurance. Other policies for travel insurance are also sold through U.S. Assist.

- Conshare/ Medical Services vPraze